

**CUSTOMER SATISFACTION SURVEY  
PERAK STATE SECRETARIAT  
OCTOBER – DECEMBER 2021**

**1. INTRODUCTION**

The Perak State Secretariat Corporate Division conducted the State Secretariat Customer Satisfaction Survey to assess the competency and effectiveness of services provided to customers in the administration. The survey results will be tabled at the Perak State Secretariat Management Meeting for the reference of the top administration and management. The objective of the survey is to ensure that customer satisfaction in the administration is at the optimum level via implementation of continuous improvement efforts so that the Perak State Secretariat service delivery system provided to the people is always at its very best.

**2. SURVEY TARGET**

Achievement of **85%** customer satisfaction.

**3. SURVEY ACHIEVEMENT**

Category Of Overall Survey Answers	Achievement Percentage
Overall Answers Ticked 'Yes'	<b>99.84%</b>
Overall Answers Ticked 'No'	<b>0.16%</b>

The survey results showed that the overall customer satisfaction level at the Perak State Secretariat is **99.84% satisfied and 0.16% not satisfied**. This data includes survey results from 118 customer respondents who had dealings with the Perak State Secretariat.

**4. SURVEY RESPONDENTS**

A total of **118** customers have filled out the customer satisfaction survey forms, comprising **104** employed people, **2** unemployed persons, **5** students, **6** senior citizens and **1** disabled person. The breakdown of respondents according to the divisions visited is as follows: -

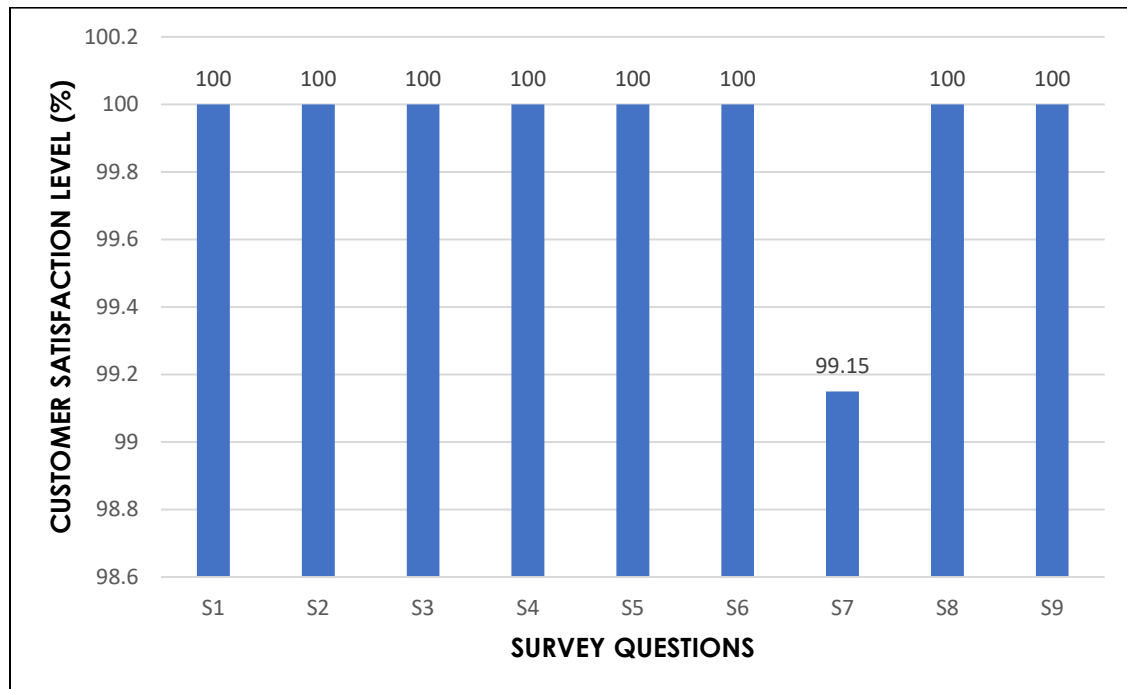
No.	Division / Department	Total
1.	Management Services Division	27
2.	Perak Housing And Property Board	23
3.	Human Resource Management Division	22
4.	State Financial Office	7
5.	State Economic Planning Unit	7
6.	State Legal Advisor's Office	4
7.	Local Government Division	4
8.	State Assembly & Exco Division	4
9.	Exco's Office	4
10.	State Secretary's Office	3
11.	Corporate Division	3
12.	Menteri Besar's Office	3
13.	State Treasury	2
14.	Information Management Division	2
15.	Internal Audit Division	1
16.	Integrity Unit	1
17.	Deputy State Secretary's Office	1
	<b>TOTAL RESPONDENTS</b>	<b>118</b>

## 5. SURVEY ANALYSIS

### 5.1 FEEDBACK ACHIEVEMENT BASED ON SURVEY QUESTIONS

No.	Survey Questions	Yes	Percentage (%)	No	Percentage (%)
1.	Are you satisfied with the service received at the counter?	118	100	0	0.00
2.	Are you satisfied with the service of the officer you met with?	118	100	0	0.00
3.	Is the waiting time to meet with an officer short and fast?	118	100	3	100
4.	Does the information obtained from the officer fulfill your request?	118	100	0	0.00
5.	Is the waiting room provided comfortable and to your satisfaction?	118	100	0	0.00
6.	Are you satisfied with the toilet facility provided?	118	100	0	100
7.	Are the signages in this building helpful to you?	117	99.15	1	0.85
8.	Are the surroundings inside and outside the building clean?	118	100	0	100
9.	Is the overall level of service provided very satisfactory?	118	100	0	0.00

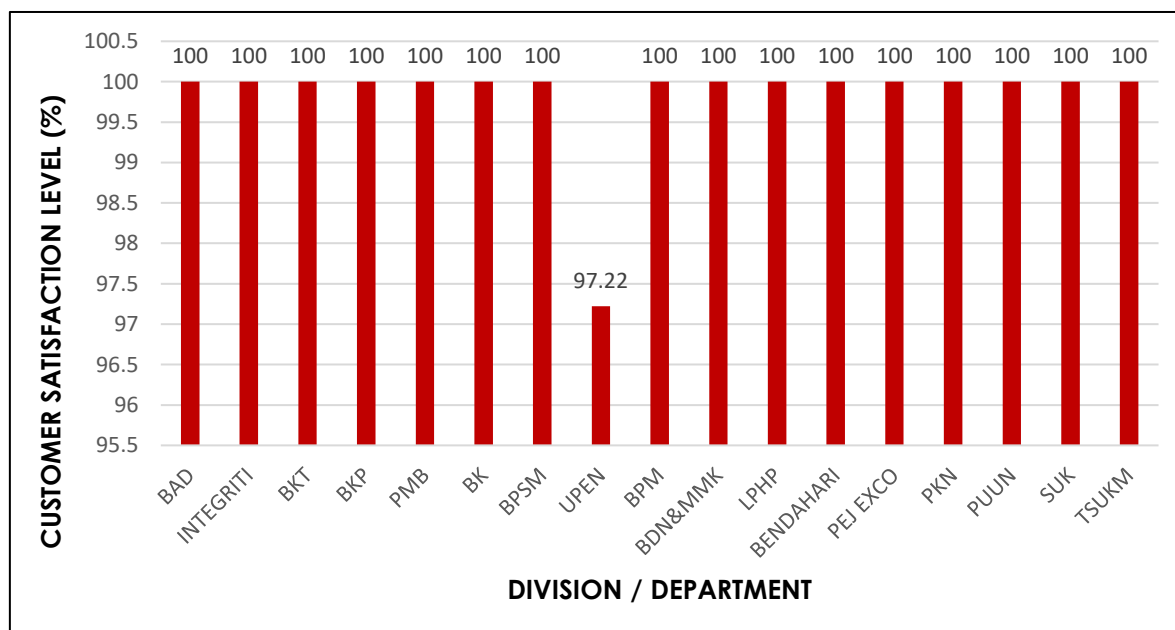
#### 5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



## 5.2 FEEDBACK ACHIEVEMENT ACCORDING TO DIVISIONS / DEPARTMENTS

No.	Division / Department	Total Respondents	Satisfied Percentage (%)	Not Satisfied Percentage (%)
1.	Internal Audit Division	2	100	0.00
2.	Integrity Unit	1	100	0.00
3.	Local Government Division	3	100	0.00
4.	Management Services Division	23	100	0.00
5.	Menteri Besar's Office	7	100	0.00
6.	Corporate Division	4	100	0.00
7.	Human Resource Management Division	27	100	0.00
8.	State Economic Planning Unit	4	97.22	2.78
9.	Information Management Division	3	100	0.00
10.	State Assembly & Exco Division	1	100	0.00
11.	Perak Housing And Property Board	22	100	0.00
12.	State Treasury	3	100	0.00
13.	Exco's Office	7	100	0.00
14.	State Financial Office	2	100	0.00
15.	State Legal Advisor's Office	4	100	0.00
16.	State Secretary's Office	4	100	0.00
17.	Deputy State Secretary's Office	1	100	0.00

### 5.2.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO DIVISIONS / DEPARTMENTS



\*\*BAD (IAD) / INTEGRITI (INTEGRITY) / BKT (LGD) / BKP (MSD) / PMB (MBO) / BK (CORPORATE) / BPSM (HRMD) / UPEN (SEPU) / BPM (IMD) / BDN&MMK (SA&ED) / LPHP (PHPB) / BENDAHARI (TREASURY) / PEJ EXCO (EXCO) / PKN (SFO) / PUUN (SLA) / SUK (SSO) / TSUKM (DSSO)

### 5.3 FEEDBACK ACHIEVEMENT BASED ON SURVEY QUESTIONS ACCORDING TO DIVISIONS / DEPARTMENTS

#### 1. Are you satisfied with the service received at the counter?

No.	Division / Department	Yes	No
1.	SEPU	4	0
2.	HRMD	27	0
3.	IMD	3	0
4.	MSD	23	0
5.	CORPORATE	4	0
6.	LGD	3	0
7.	SA&ED	1	0
8.	MBO	7	0
9.	INTERNAL AUDIT	2	0
10.	TREASURY	3	0
11.	PHPB	22	0
12.	EXCO	7	0
13.	FINANCE	2	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	4	0
17.	DSSO (M)	1	0
	<b>TOTAL</b>	<b>118</b>	<b>0</b>

#### 2. Are you satisfied with the service of the officer you met with?

No.	Division / Department	Yes	No
1.	SEPU	4	0
2.	HRMD	27	0
3.	IMD	3	0
4.	MSD	23	0
5.	CORPORATE	4	0
6.	LGD	3	0
7.	SA&ED	1	0
8.	MBO	7	0
9.	INTERNAL AUDIT	2	0
10.	TREASURY	3	0
11.	PHPB	22	0
12.	EXCO	7	0
13.	FINANCE	2	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	<b>TOTAL</b>	<b>118</b>	<b>0</b>

**3. Is the waiting time to meet with an officer short and fast?**

<b>No.</b>	<b>Division / Department</b>	<b>Yes</b>	<b>No</b>
1.	SEPU	4	0
2.	HRMD	27	0
3.	IMD	3	0
4.	MSD	23	0
5.	CORPORATE	4	0
6.	LGD	3	0
7.	SA&ED	1	0
8.	MBO	7	0
9.	INTERNAL AUDIT	2	0
10.	TREASURY	3	0
11.	PHPB	22	0
12.	EXCO	7	0
13.	FINANCE	2	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	<b>TOTAL</b>	<b>118</b>	<b>0</b>

**4. Does the information obtained from the officer fulfill your request?**

<b>No.</b>	<b>Division / Department</b>	<b>Yes</b>	<b>No</b>
1.	SEPU	4	0
2.	HRMD	27	0
3.	IMD	3	0
4.	MSD	23	0
5.	CORPORATE	4	0
6.	LGD	3	0
7.	SA&ED	1	0
8.	MBO	7	0
9.	INTERNAL AUDIT	2	0
10.	TREASURY	3	0
11.	PHPB	22	0
12.	EXCO	7	0
13.	FINANCE	2	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	<b>TOTAL</b>	<b>118</b>	<b>0</b>

**5. Is the waiting room provided comfortable and to your satisfaction?**

<b>No.</b>	<b>Division / Department</b>	<b>Yes</b>	<b>No</b>
1.	SEPU	4	0
2.	HRMD	27	0
3.	IMD	3	0
4.	MSD	23	0
5.	CORPORATE	4	0
6.	LGD	3	0
7.	SA&ED	1	0
8.	MBO	7	0
9.	INTERNAL AUDIT	2	0
10.	TREASURY	3	0
11.	PHPB	22	0
12.	EXCO	7	0
13.	FINANCE	2	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	<b>TOTAL</b>	<b>118</b>	<b>0</b>

**6. Are you satisfied with the toilet facility provided?**

<b>No.</b>	<b>Division / Department</b>	<b>Yes</b>	<b>No</b>
1.	SEPU	4	0
2.	HRMD	27	0
3.	IMD	3	0
4.	MSD	23	0
5.	CORPORATE	4	0
6.	LGD	3	0
7.	SA&ED	1	0
8.	MBO	7	0
9.	INTERNAL AUDIT	2	0
10.	TREASURY	3	0
11.	PHPB	22	0
12.	EXCO	7	0
13.	FINANCE	2	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	<b>TOTAL</b>	<b>118</b>	<b>0</b>

**7. Are the signages in this building helpful to you?**

<b>No.</b>	<b>Division / Department</b>	<b>Yes</b>	<b>No</b>
1.	SEPU	3	1
2.	HRMD	27	0
3.	IMD	3	0
4.	MSD	23	1
5.	CORPORATE	4	0
6.	LGD	3	0
7.	SA&ED	1	0
8.	MBO	7	0
9.	INTERNAL AUDIT	2	0
10.	TREASURY	3	0
11.	PHPB	22	1
12.	EXCO	7	0
13.	FINANCE	2	1
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	<b>TOTAL</b>	<b>117</b>	<b>1</b>

**8. Are the surroundings inside and outside the building clean?**

<b>No.</b>	<b>Division / Department</b>	<b>Yes</b>	<b>No</b>
1.	SEPU	4	0
2.	HRMD	27	0
3.	IMD	3	0
4.	MSD	23	0
5.	CORPORATE	4	0
6.	LGD	3	0
7.	SA&ED	1	0
8.	MBO	7	0
9.	INTERNAL AUDIT	2	0
10.	TREASURY	3	0
11.	PHPB	22	0
12.	EXCO	7	0
13.	FINANCE	2	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	<b>TOTAL</b>	<b>118</b>	<b>0</b>

## 9. Is the overall level of service provided very satisfactory?

No.	Division / Department	Yes	No
1.	SEPU	4	0
2.	HRMD	27	0
3.	IMD	3	0
4.	MSD	23	0
5.	CORPORATE	4	0
6.	LGD	3	0
7.	SA&ED	1	0
8.	MBO	7	0
9.	INTERNAL AUDIT	2	0
10.	TREASURY	3	0
11.	PHPB	22	0
12.	EXCO	7	0
13.	FINANCE	2	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	<b>TOTAL</b>	<b>118</b>	<b>0</b>

## 6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

No comments or recommendations recorded.

## 7. SUMMARY

Overall, this survey has recorded the customer satisfaction level in the Perak State Secretariat at 99.84 percent (%). The customer satisfaction level based on the divisions visited is in the range of 100 percent (%) to 97.22 percent (%). From the data obtained based on the survey questions, the lowest customer satisfaction level was at 99.15 percent (%) concerning the survey question on the signages in the Perak State Secretariat building. As such, it has been suggested that every Perak State Secretariat division must ensure that all customers who come for dealings be attended to quickly and efficiently to satisfy them; thus ensuring the administration's service delivery system is at the excellent level.